



Jerry E. Abramson  
Mayor

26 Member  
Metro Council

The Office of Internal Audit provides independent, objective assurance and consulting services that adds value to and improves Louisville Metro Government.

# Office of Internal Audit

Louisville Metro  
Government

Audit Follow-up



# Report

Office of Internal Audit

## Louisville Metro Government

### Audit Follow-up

February 2006



Louisville Metro  
Government

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Audit Follow-up

**Table of Contents**

**TRANSMITTAL LETTER ..... 2**

    SCOPE AND PURPOSE..... 2

    METHODOLOGY ..... 2

    REPORT FORMAT ..... 3

    CONCLUSION ..... 3

**AUDIT FOLLOW-UP REPORT ..... 5**

**INDEX OF DEPARTMENTS ..... 19**



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## **Transmittal Letter**

February 10, 2006

The Honorable Jerry E. Abramson  
Mayor of Louisville Metro  
Louisville Metro Hall

**Subject: 2006 Audit Follow-up Report**

### **Scope and Purpose**

Enclosed is the 2006 Audit Follow-up report. This is our first follow-up report since merger of local government. It encompasses audit projects performed from January 2003 to June 2005 that had issues / areas rated as inadequate or weak. Some of the projects listed are consultations in which a formal report was not issued. A total of 40 projects are included in this report, which represents 20 departments, and over 100 issues.

The purpose of performing an audit follow-up review is to determine the status of corrective actions. Not only is this a strong governance and risk management practice, it is also included in the Charter (ordinance) for the Office of Internal Audit. Audit follow-up is included in Government Auditing Standards and in the Standards for the Professional Practice of Internal Auditing.

### **Methodology**

Department Directors were requested to provide information on the status of their corrective actions for the issues identified. Based on the information provided, a determination was made as to the status of the corrective action. Some key points to consider are as follows:

- Departments self-report the status of their corrective actions.
- We did not perform additional audit work to verify the corrective actions.
- For many of these areas, we are involved as corrective actions are implemented. The issuance of an audit report is not the end of our relationship with the departments.
- The corrective actions in the higher risk areas will be reviewed when the area cycles through our audit plan.
- Several of the issues are not easily correctable, and are not necessarily controllable by the department. Thus, corrective actions take longer to fully implement.
- In some cases, departments will assume the risk rather than try to mitigate it. This may be a sound approach, especially if the benefits of the corrective actions do not outweigh the costs.

### **Report Format**

The report is categorized by the status of the corrective actions as follows:

Corrective action implemented and self-assessment of effectiveness completed
Some corrective action implemented but not completed or self-assessment of effectiveness not performed
Corrective action evaluated and no further action is intended; Department assumes risks associated with issue
Corrective action not evaluated, planned, or implemented
Department did not respond to request for corrective action information

Within each status, the report is sorted by department, and then alphabetically by the particular area. For purposes of brevity, only the original issues are noted, details of the current corrective actions are not. This information can be provided upon request.

### **Conclusion**

There has been considerable progress in addressing the issues through implementation of corrective actions. Considering that many of the issues are not easily correctable, the progress is good. No departments fell into the last two categories. The

progress demonstrates the commitment to your vision of an efficient and effective local government. It also highlights the quality of leadership within Metro Government Departments. The Directors really deserve to be commended for their efforts.

This report also demonstrates the value of the Office of Internal Audit. While we do not implement the corrective actions, we are often the catalyst for change that results in a more efficient and effective government. With your support, we will continue our efforts to assist in shaping a government that is responsive and accountable to its citizens.

My intention is to perform an audit follow-up review on an annual basis. If you have any questions, or would like to discuss this report in more detail, please let me know.

Respectfully submitted,



Michael S. Norman, CIA  
Chief Audit Executive

cc: Louisville Metro Council  
Deputy Mayors  
Cabinet Secretaries  
Department Directors

### **Audit Follow-up Report**

The Audit Follow-up results begin on the following page. These are presented within the categories noted below. Within each category, the results are presented alphabetically by department / area. An index of departments is included in the report on page 19.

<b>Category</b>	<b>Page #</b>
<b>Corrective action implemented and self-assessment of effectiveness completed</b>	<b>6</b>
<b>Some corrective action implemented but not completed or self-assessment of effectiveness not performed</b>	<b>13</b>
<b>Corrective action evaluated and no further action is intended; Department assumes risks associated with issue</b>	<b>18</b>

**Corrective action implemented and self-assessment of effectiveness completed**

<b>Department</b>	<b>Area</b>	<b>Issues</b>	<b>Report (Consultation) Date</b>
Animal Services	License Fee Revenue - Efficiency and Effectiveness	Metro Finance Treasury Division personnel prepare the journal entries to post license revenue to the financial system. Treasury has direct access to Animal Services network to access daily activity files. Animal Services monthly spreadsheet does not always match Treasury's. Atracts system not used in the correct mode.	Dec-04
Animal Services	License Fee Revenue - Monitoring and Reconciliation	Activity not being adequately monitored. Z-reading is not verified for continuity and appropriateness.	Dec-04
Animal Services	License Fee Revenue - Segregation of Duties	Inadequate segregation of duties. One person is able to process a transaction in Atracts and the cash register, run system and cash register closing reports / readings, reconcile payment receipts, and prepare bank deposits.	Dec-04
County Attorney	Drug Court Revenue	Monitoring could be improved, inadequate segregation of duties, business practices should be improved, and computer system should be evaluated.	Jul-04
County Attorney	KY Treasurer - Unclaimed Property	Discussed responsibility / authority for Metro to contact KY Treasurer to recover unclaimed property in Metro's name. County Attorney will be responsible for those in Courts prior to reaching KY Treasurer.	Aug-05
Emergency Management Agency	Fiscal Administration - 911 Funds	Activity not recorded on the Metro financial system. No monitoring of funds. \$2 million of investment not recorded on the Metro financial system. Payment authorized by person receiving payment. Payments not received in a timely manner. 911 wireless revenue not adequately monitored.	Nov-04
Emergency Management Agency	Fiscal Administration - Asset Management	No policies and procedures. No formal reconciliation to Asset Report. Assets difficult to locate from description and item location inaccurate.	Nov-04
Emergency Management Agency	Fiscal Administration - Community Foundation of Louisville	Activity not processed through Metro Finance Department. EMA maintains the only records for transactions and reconciliations. Expenditure activity does not appear to comply with the intent of the CFL accounts.	Nov-04

**Corrective action implemented and self-assessment of effectiveness completed**

Department	Area	Issues	Report (Consultation) Date
Emergency Management Agency	Fiscal Administration - Grants Management	EMA does not coordinate its financial assistance activity through the Metro Finance Grants Management Division and does not provide periodic reports to Metro Finance prior to submitting them to grantors.	Nov-04
Emergency Management Agency	Fiscal Administration - Local Government Radio	Radio system charges are not adequately monitored or reconciled. Charges not processed timely, TRIMARC not billed since January 2002. Detailed record of charges in radio database does not agree with actual charges processed on monthly journal voucher.	Nov-04
Emergency Management Agency	Fiscal Administration - Payroll	Activity and related expenses are not monitored. No policies and procedures for payroll administration. Incomplete or incorrect information recorded on the time sheets and time cards. Appropriate signatures missing on time sheets and time cards. Inconsistent policies regarding advance leave approval. Recording of incomplete or inaccurate information and noncompliance with policy.	Nov-04
Emergency Management Agency	Fiscal Administration - Petty Cash	No year end reconciliation. Receipts incomplete. No policies and procedures. Custodian not up to date on file.	Nov-04
Emergency Management Agency	Fiscal Administration - Purchases	No segregation of duties. Invoices not paid in a timely manner. Inadequate monitoring and reconciliation process for expenditure activity. Problems with accuracy, appropriateness and completeness of payment documentation. No apparent adherence to purchasing contracts.	Nov-04
Emergency Management Agency	Fiscal Administration - Telephones and Cellular Phones	Insufficient monitoring of telephone line accountability. Lack of documentation to verify business calls or to signify collection of reimbursements for personal calls on cellular phones. No policies and procedures for cellular phone administration or charges.	Nov-04
Emergency Management Agency	Fiscal Administration - Vehicles	Inadequate monitoring and reconciliation of charges. No policies and procedures.	Nov-04

**Corrective action implemented and self-assessment of effectiveness completed**

Department	Area	Issues	Report (Consultation) Date
Finance	Enterprise Business Processes - Accounts Payable / Travel	It is undetermined which General Accounting staff member is responsible for reconciling the out of town travel accounts in the LeAP system.	Dec-04
Finance	Enterprise Business Processes - General Ledger	Documentation to support journal reversals is not adequate. Not all journals that are uploaded to the system have a hard copy associated with it and currently no uploads are subject to approval.	Dec-04
Finance	General Fund Revenue	Consulted regarding accountability of financial system activity recorded in Department 34.	Feb-05
Finance	KY Treasurer - Unclaimed Property	Discussed responsibility / authority for Metro to contact KY Treasurer to recover unclaimed property in Metro's name. Finance will be responsible for those at KY Treasurer.	Aug-05
General Services Administration - Facilities Management	Contract Compliance - Maintenance and Repair	Contract compliance hindered by multiple agency administration. Files do not contain adequate information. No documented functional policies and procedures.	Nov-03
General Services Administration - Facilities Management	JP Morgan / Bank One Accounts	Possible former accounts used to purchase / pay leases for environmental conservation equipment.	Sep-04
General Services Administration - Fleet	Logan Street - Wreck Repairs	Contract not being followed. No bids for under \$1,500. No sealed bids. Two vendors receiving majority of repair work.	Jul-03
General Services Administration - Fleet	Newburg Road - Wreck Repairs	Contract not being followed. No bids for under \$500. Monitoring of activity is inadequate, files are incomplete, and a lack of functional operating policies and procedures.	Oct-03
General Services Administration - Purchasing	Bid Evaluation Process	Consulted regarding need to assist Metro Departments in evaluating bids on criteria other than price. Focus on consistency and understanding of criteria as well as avoidance of perceived conflicts of interest. Purchasing will attend bid evaluations for those Departments needing assistance. Staffing resources may be an issue.	Jan-05

**Corrective action implemented and self-assessment of effectiveness completed**

<b>Department</b>	<b>Area</b>	<b>Issues</b>	<b>Report (Consultation) Date</b>
Health	Childhood Lead Grant	US Attorney suggested filing Abstract of Judgment Claim against defendants as precaution if needed in collecting restitution. Unsure if viable since individuals did not own property. County Attorney asked to investigate feasibility of filing claim.	Feb-04
Health	MORE Methadone Clinic - Monitoring	No corresponding inventories or records of goods sold to support / reconcile revenue activity. Business office has very little monitoring oversight and understanding of Clinic operations. Reconciliation procedures are not adequate. Ineffective process to ensure receipts are accurately reflected or posted timely.	Apr-04
Health	MORE Methadone Clinic - Procedural Issues	Services performed for Jefferson County Drug and Alcohol Abuse Center (JADAC) referrals are not being charged to JADAC. Annual participation fee not being applied to patient account. Child Protective Services (CPS) client activity is not recorded in the MORE Clinic computer system. CPS activity is not addressed in the daily cash collection policies and procedures. Referrals not maintained in files.	Apr-04
Health	MORE Methadone Clinic - Segregation of Duties	A single individual could post charge / fees, receive payment, post the activity and prepare the funds for deposit. Cashier can print activity reports. No designated person to perform daily closing activities.	Apr-04
Housing	Rent Assistance Program	Fraudulent intent does not appear to be a factor in this case, rather it appears employee did not perform their assigned duties. Payments to landlord of approximately \$2,500 need to be recovered since participant also paid rent at the same time.	Jul-05
Inspections, Permits and Licenses	Code Enforcement (Former County) - Administration	Charges do not agree to approved ordinance rates. Inadequate monitoring of activity and separation of duties. Revenue secured inadequately. No detailed desk procedure manuals.	Apr-03

Corrective action implemented and self-assessment of effectiveness completed

Department	Area	Issues	Report (Consultation) Date
Inspections, Permits and Licenses	Public Protection (Former County) - Alcoholic Beverage Control	Unauthorized probated fees. Funds inadequately secured. Transfer date of funds not recorded on license. Inquiry forms contain sensitive and unnecessary information	May-03
Inspections, Permits and Licenses	Public Protection (Former County) - General Administration	Payment of fees and fines inadequately documented. Limited information stored in computerized database. Issuances of temporary licenses not authorized by applicable ordinances. Background checks limited to the year 2000 because of system. No detailed desk procedures.	May-03
Inspections, Permits and Licenses	Public Protection (Former County) - Revenue Management	No backup for cashier function. Funds inadequately secured. Custody of funds not documented. Insufficient monitoring. Use and issuance of pre-numbered cash receipts not monitored. No separation of duties.	May-03
Metro Council	Wyandotte Athletics Inc. Grant	Adequate documentation of grant expenditures could not be obtained. Assistance of County Attorney requested in recovering entire \$40,000. Entity no longer appears to exist, nor are any assets readily apparent. Viability of recovering grant funds is doubtful.	Sep-03
Neighborhoods	Brightside Fiscal Administration - Payroll	Individual timesheets are not required for employees. Employees do not routinely sign reports to attest to the accuracy of the time they are paid for. There does not appear to be sufficient supervisory review of time records. No documented policies and procedures manual for payroll.	Oct-03
Neighborhoods	Brightside Fiscal Administration - Purchases	Invoices were not paid timely (within thirty days of receipt). An adequate reconciliation process does not exist for expenditure financial activity. There are no documented department purchasing policies and procedures.	Oct-03
Neighborhoods	Brightside Fiscal Administration - Revenue Management	There is not sufficient monitoring of revenue activity. There does not appear to be adequate segregation of duties. Revenue deposits were not made timely (within five business days). There were cases in which supporting source documentation was incomplete or not included with the revenue deposit file.	Oct-03

**Corrective action implemented and self-assessment of effectiveness completed**

Department	Area	Issues	Report (Consultation) Date
Neighborhoods	Brightside Fiscal Administration - Telephones / Cellular Phones	There is not sufficient monitoring of telephone line accountability. Brightside phone lines are listed in various cost centers, including some associated with other divisions of the Department. Cellular phones and long distance charges are not being distributed to employees for verification of business and for collection of reimbursements for personal calls.	Oct-03
Parks	Capital Projects / Olmstead Funding - Capital Project Administration	Opportunity to improve efficiency through Division reorganization. Capital budget transfer process is vague. Donations / commitments not adequately recorded. Monitoring is weak.	Jun-03
Parks	Golf Pro / Course Analysis - General Administration	Monitoring of cash receipts and the reconciliation of reports could be improved. Golf cart rental activity needs to be monitored more closely. Fee schedule provided by Metro Parks does not agree with the fee schedule included with the Metro Golf policies and procedures.	Dec-03
Police	Narcotics Investigative Fund	Files maintained in ancillary "off-books" account. Files are incomplete.	Jul-03
Public Works	Encroachment and Subdivision Bonds - Bond Management	Monitoring of activity is inadequate. Missing / inadequate documentation. Bond files not managed adequately. No documented policies and procedures.	Aug-03
Public Works	PSC Contracts	Monitoring of activity is inadequate. Files do not contain sufficient information. Covered fiscal year 2002 - 2003 for both City and County. Functional policies and procedures not provided for staff.	May-04
Solid Waste Management	Waste Management District License Fee Revenues	Inadequate segregation of duties. Monitoring and reconciliation inadequate. Some payments and deposits untimely. Fees may not be strictly administered in accordance with guidelines.	Jul-04
Technology (MSD)	Hansen (MIDAS) - Database	Database vulnerabilities. Auditing not enabled.	Oct-04

**Corrective action implemented and self-assessment of effectiveness completed**

<b>Department</b>	<b>Area</b>	<b>Issues</b>	<b>Report (Consultation) Date</b>
Technology (MSD)	Hansen (MIDAS) - General Controls	Formalized policies and procedures, to include network / applications access and program change management. Document Retention.	Oct-04
Technology (MSD)	Hansen (MIDAS) - Operating System	Unnecessary services running. System vulnerabilities.	Oct-04
Youth Center	Resident Account Bank Reconciliations	Bank reconciliations appear to have been performed on this account with some exceptions. Appears account at new bank is not thoroughly reconciled.	Apr-05
Youth Center	State Jail Fee Reimbursements - Efficiency and Effectiveness	The reimbursement request was maintained in spreadsheet software, however, the totals on the spreadsheet were manually computed.	Jul-04
Youth Center	State Jail Fee Reimbursements - Monitoring and Reconciliation	Funds not adequately secured. Improper custody of funds. Reimbursement receipts not processed timely. Inaccurate reimbursements processed.	Jul-04
Youth Center	State Jail Fee Reimbursements - Policies and Procedures	Admission staff enter data directly into system (JCATS), bypassing the activity log. Inconsistencies regarding the treatment of re-admittance information on activity logs as youth return from absences.	Jul-04
Youth Center	State Meal Program Reimbursements - Efficiency and Effectiveness	Most information and reports were manually processed.	Jul-04
Youth Center	State Meal Program Reimbursements - Monitoring and Reconciliation	Insufficient oversight of the reimbursement documentation. Insufficient documentation to identify who performs the revenue account reconciliation. Inaccurate reimbursements were processed.	Jul-04
Youth Center	State Meal Program Reimbursements - Policies and Procedures	No policies and procedures. Inadequate backup staff for reimbursement activity.	Jul-04
Zoo	Fiscal Administration - Accounts Payable / Travel	Some invoices not paid timely. Policies not strictly followed.	Apr-05
Zoo	Fiscal Administration - Payroll	Multiple timesheets. Time constraints for processing. Lack of assurance that employees paid properly for time actually worked.	Apr-05

**Some corrective action implemented but not completed or self-assessment of effectiveness not performed**

Department	Area	Issues	Report (Consultation) Date
Animal Services	License Fee Revenue - Animal Licenses Computer System	The computer system (Atracks) does not produce a system report that totals transactions for the day in order to reconcile payments. Collections personnel are unable to make corrections in the Atrack system once a transaction has been keyed, adjustments are made manually. No void / return feature on cash registers, manual corrections are made at the end of the day. Generated reports contain inaccurate information	Dec-04
Animal Services	License Fee Revenue - Efficiency and Effectiveness	Unnecessary administrative effort used to process payments to Veterinary clinics.	Dec-04
Animal Services	License Fee Revenue - Licenses Renewal Process	Animal services does not have control or direct oversight over license renewal activity since it is administered offsite. Inadequate segregation of duties with regards to the processing of license fee renewals. Missing license renewal support documentation. Multiple deposit slips written instead of a duplicate form being used.	Dec-04
Animal Services	License Fee Revenue - Monitoring and Reconciliation	Unused tags, returned from veterinary clinics, are not reconciled at the end of the year. End of the day funds are placed in safe without being reconciled. Count of funds done by one person.	Dec-04
Animal Services	License Fee Revenue - Segregation of Duties	All Animal Services personnel work from one cash register drawer.	Dec-04
Emergency Management Agency	Fiscal Administration - Local Government Radio	Usage fees outdated and insufficiently documented	Nov-04
Enterprise	Vendor Payment Threshold Compliance	LeAP does not automatically monitor aggregate payment threshold. \$2,500 threshold is not completely effective. Non-compliance with thresholds. Policies and procedures are incomplete. Non-compliance or lack of documentation for transactions involving purchase orders.	Apr-05

**Some corrective action implemented but not completed or self-assessment of effectiveness not performed**

Department	Area	Issues	Report (Consultation) Date
Finance	Corrections Revenue - State Jail Indigent, State DUI Fees	Could not identify basis for sources of revenue. No assurance that amount collected is accurate. Finance is responsible for this activity, not Corrections.	Jul-05
Finance	Enterprise Business Processes - General Ledger	Financial system reports not used but run / printed daily. Interface notifications lack sufficient information.	Dec-04
Finance	Enterprise Business Processes - Payroll	Payroll personnel shouldn't have the capability to validate invoices. Current training manuals do not adequately address payroll processing.	Dec-04
Finance	General Fund Revenue	Consulted regarding monitoring and oversight of financial system activity recorded in Department 34.	Feb-05
Finance	Lockboxes	Consulted regarding use of lockboxes for loan processing functions for various Louisville Metro Agencies.	Oct-04
General Services Administration - Facilities Management	JP Morgan / Bank One Accounts	Facilities Management receiving three statements for accounts with unknown purpose. Recommended transfer balance to general fund.	Sep-04
General Services Administration - Facilities Management	Revenue Management	Facilities Management could not definitively identify all revenue sources. Contracts are not readily available. No listing of inventory for revenue producing activity (e.g., vending machines) is maintained. Playtorium revenue management could be improved. No documented policies and procedures.	Dec-04
Health	Billing and Collection Division (Follow-up) - Billing Process	Services provided to patients incarcerated at Metro Corrections and the Youth Detention Center are not billed. The Health Department does not bill Medicare / Medicaid for some services provided via contract with the University of Louisville. Flu shot vaccination services may not be keyed into the system (PSRS) in a timely manner.	Jun-05
Health	Billing and Collection Division (Follow-up) - Data Entry	A large percentage of the sample data recorded in the system (PSRS) was inaccurate. Inadequate filing of medical records and Patient Encounter Forms. Data entry clerks do not note the CPT, Provider, or ICD9 codes on the lab requisitions.	Jun-05

**Some corrective action implemented but not completed or self-assessment of effectiveness not performed**

Department	Area	Issues	Report (Consultation) Date
Health	Billing and Collection Division (Follow-up) - Financial Process	Health Department uses a courier service that only guarantees \$200 cash and reconstruction costs of lost checks. Checks are not stamped when arriving in the Billing office. Payment information not posted to the system (PSRS) in a timely manner.	Jun-05
Health	Billing and Collection Division (Follow-up) - Payor Issues	Multiple fee schedules complicate the billing process and increases the risk of inaccuracies. There is no formal notification to CDP when Passport changes a reimbursement rate. Medicaid fee schedules may list two different fees for one service. Passport payments do not automatically interface with the system (PSRS) like other Medicaid payments. Due to the service code for lead investigation services not being HIPAA compliant, Medicaid will not reimburse the Health Department. PSRS cannot bill for lead analysis services when the service is done for another Kentucky county.	Jun-05
Health	Billing and Collection Division (Follow-up) - PSRS	The Patient Services Reporting System (PSRS) does not have the full functionality of an accounts receivable system. The PSRS does not provide a payment trail for individual accounts. Payments may be received but not recorded in the PSRS. No verification that daily deposits at a site agree to the monthly PSRS cash receipt report for the site. Credit balances are not reflected in patient history files in PSRS.	Jun-05
Health	Billing and Collection Division (Follow-up) - Quality Assurance	The Quality Assurance policy requires a monthly review of activity at each Health Department site. Site coordinators review their own sites, which may impair objectivity since they are not totally independent of the activity reviewed.	Jun-05
Health	MORE Methadone Clinic - Computer System	System does not process appropriate fees. Information maintained in system not properly secured due to password sharing. Antiquated, unsupported system with no useful report information.	Apr-04
Human Resources	Fraud Policy	Consulted and provided information regarding fraud policy, including implementation plan and sample policy.	Dec-04

**Some corrective action implemented but not completed or self-assessment of effectiveness not performed**

Department	Area	Issues	Report (Consultation) Date
Metro Development Authority	METCO Loan Processing	Consulted regarding desire to transfer loan processing functions to MDA from Finance, as well as need for new loan software. As result, lockbox processing service was discussed. Implementation of new software and lockbox processing anticipated in FY 2006. Housing may also use the new software and lockbox.	Oct-04
Neighborhoods	Brightside Fiscal Administration - Asset Management / Inventories	There is not sufficient monitoring of inventory. Complete asset listings are not maintained and there is no periodic verification or review of inventory and equipment. Current procedures do not adequately address revenue procedures for items that are available for rent.	Oct-03
Neighborhoods	Brightside Fiscal Administration - Revenue Management	There are not detailed, documented policies and procedures for the division or its revenue activities.	Oct-03
Police	Narcotics Investigative Fund	No documented functional policies and procedures.	Jul-03
Solid Waste Management	Waste Management District License Fee Revenues	No documented policies and procedures.	Jul-04
Technology	Oracle (LeAP) - Application Controls	SYSADMIN account enabled. System administrator responsibility. Guest account enabled. Inadequate segregation of duties. User profile parameters not set.	Jun-04
Technology	Oracle (LeAP) - Database Security and Control	Default usernames and passwords. Database roles without passwords. Database vulnerabilities. Auditing not enabled. Backup and recovery.	Jun-04
Technology	Oracle (LeAP) - General Controls	Disaster recovery plan. Network access accounts. Notification of terminated / transferred employees. Need to move backup tapes offsite. Monitoring of logs. Physical security and environmental controls of datacenter. Document retention.	Jun-04
Technology	Oracle (LeAP) - Operating System	Operating system configuration vulnerabilities.	Jun-04
Technology	Peoplesoft - Application Controls	Inadequate segregation of duties. Access permissions. Password logic. Unsigned user agreements.	Aug-04

**Some corrective action implemented but not completed or self-assessment of effectiveness not performed**

Department	Area	Issues	Report (Consultation) Date
Technology	Peoplesoft - Database Security & Controls	Database vulnerabilities. Auditing not enabled. System admin access. Use of database alerts. Policies and procedures.	Aug-04
Technology	Peoplesoft - Operating System	System vulnerabilities. Domain administrators. Inadequate privileges.	Aug-04
Technology (MSD)	Hansen (MIDAS) - Application Controls	Identical user names and passwords.	Oct-04
Technology (MSD)	Hansen (MIDAS) - General Controls	Disaster recovery plan.	Oct-04
Youth Center	State Jail Fee Reimbursements - Information Management Computer System	Routine reports not generated to monitor system (JCATS) activity. Supervisory approval not required to delete records. JCATS could not report totals or statistical information.	Jul-04
Youth Center	State Jail Fee Reimbursements - Monitoring and Reconciliation	No written contract for jail fee reimbursements.	Jul-04
Youth Center	State Meal Program Reimbursements - Efficiency and Effectiveness	System (JCATS) was not used in the preparation of APS reimbursement activity.	Jul-04
Youth Center	Technology General Controls - Home Incarceration	Lack of documented policies and procedures to address information systems general controls. Missing vendor support / warranty information. No documented disaster recovery plan. Inadequate monitoring of end-user processing. Youth personnel do not maintain a log of system downtime / device errors. There is not a listing of all system hardware / software. Components have not been given an asset number to assist in accountability of inventory.	Apr-04
Youth Center	Technology General Controls - Juvenile Court Activity Tracking System	Outdated policies and procedures. Personnel responsible for managing system (JCATS) may need additional technical training. No documented disaster recovery plan. No standard form to complete to add / delete / change access to the system (JCATS).	Apr-04

**Corrective action evaluated and no further action is intended; Department assumes risks associated with issue**

Department	Area	Issues	Report (Consultation) Date
Finance	Enterprise Business Processes - Accounts Payable / Travel	The total costs for out of town travel are not readily available.	Dec-04
Parks	Golf Pro / Course Analysis - General Administration	The current Golf Professional Lease Agreements do not require that complete financial information be provided.	Dec-03
Technology	Cellular Telephones	Consulted regarding feasibility of paying allowance to cellular telephone users instead of providing Metro owned phones and service. More data is needed, along with policy alternatives. Internal Audit will not pursue this, but will support efforts by Telephone Services as needed.	Oct-04
Technology (MSD)	Hansen (MIDAS) - Database	Default usernames and passwords. User parameters not set.	Oct-04
Technology (MSD)	Hansen (MIDAS) - General Controls	Periodic monitoring of logs and security related events.	Oct-04

## Index of Departments

Animal Services, 6, 13  
County Attorney, 6  
Emergency Management Agency, 6, 7, 13  
Enterprise, 13  
Finance, 8, 14, 18  
General Services Administration - Facilities Management, 8, 14  
General Services Administration - Fleet, 8  
General Services Administration - Purchasing, 8  
Health, 9, 14, 15  
Housing, 9  
Human Resources, 15  
Inspections, Permits and Licenses, 9, 10  
Metro Council, 10  
Metro Development Authority, 16  
Neighborhoods, 10, 11, 16  
Parks, 11, 18  
Police, 11, 16  
Public Works, 11  
Solid Waste Management, 11, 16  
Technology, 16, 17, 18  
Technology (MSD), 11, 12, 17, 18  
Youth Center, 12, 17  
Zoo, 12